

CLAIM AMENDMENTS

Claims pending:

- At time of the Office Action: Claims 1-29 and 34.
- After this Response: Claims 1-26.

Canceled claims: 27-29 and 34, without prejudice.

Amended claims: None.

New Claims: None.

The listing of claims below will replace prior versions of claims in the application:

1. (Previously Presented) A voice application system comprising:
a voice application server for serving voice applications to clients over a data network;
at least one voice portal node having access to the data network, the portal node for facilitation of client interaction with the voice applications; and
a behavioral adaptation engine executable from the application server;
characterized in that the behavioral adaptation engine monitors client responses during voice interaction, analyzes the responses for both conduct patterns and mood states, including caller stress, and determines which of a set of optional dialog responses is to be played to the client as a result of the analysis of the client's response.
2. (Original) The system of claim 1 wherein the data network is the Internet network.

3. (Original) The system of claim 1 wherein the data network is a combination of the Internet and telephony network.

4. (Original) The system of claim 1 wherein the behavioral adaptation engine is part of the application logic of the voice application server.

5. (Original) The system of claim 1 wherein the at least one voice portal is an interactive voice response system combined with a telephony server.

6. (Original) The system of claim 1 wherein the at least one voice portal is a computerized node connected to a data network having access to the Internet.

7. (Original) The system of claim 1 wherein the behavioral adaptation engine analyzes audio files recorded at the at least one voice portal and sent to the application server as digital audio files attached to client responses.

8. (Original) The system of claim 1 wherein the behavioral adaptation engine executes upon receipt of a trigger event.

9. (Original) The system of claim 1 wherein the constraints are related to one or a combination of menu navigation behavior or perceived mood state of the client.

10. (Original) The system of claim 1 wherein the dialog responses and linked options are stored in a data store and are accessible to the behavioral adaptation engine.

11. (Original) The system of claim 1 wherein the received client information includes one or a combination of line identification, number

identification, client history data, voice imprint results, and recorded voice samples.

12. (Original) The system of claim 1 wherein voice sampling is used to discern mood.

13. (Original) The system of claim 1 wherein received client information is used in conjunction with voice analysis to determine a response.

14. (Original) The system of claim 1 wherein the behavioral adaptation engine detects voice inflection variances and volume characteristics of sampled audio to facilitate mood discernment of a client.

15. (Original) The system of claim 14 wherein the variances and volume characteristics of an interaction are collected over multiple interactions with a same application to develop statistics used in gauging enterprise response probability values.

16. (Previously Presented) A behavioral adaptation engine comprising:
at least one data input port for receiving XML-based client interaction data including audio files attached to the data;

at least one bi-directional data port for sending data to and receiving data from external data systems and modules;

a logic processing component including an XML reader and voice player and analyzer for processing received data; and

a decision logic component for processing result data against one or more constraints;

characterized in that the behavioral adaptation engine intercepts client data including dialog from client interaction with a served voice application in real time

and processes the received data to determine both conduct patterns and mood states and selects one or a set of possible enterprise responses for return to the client during interaction according to any pattern or mood state determined.

17. (Original) The engine of claim 16 wherein the engine is hosted in a voice application server.

18. (Original) The engine of claim 17 wherein the server is hosted on the Internet network.

19. (Original) The engine of claim 16 wherein the voice application and deployment system includes at least one voice portal for facilitation of client access to voice applications.

20. (Original) The engine of claim 16 wherein the engine is executed to function upon receipt of a trigger event.

21. (Previously Presented) The engine of claim 16 wherein the selection is related to a combination of menu navigation behavior or determined mood state of the client.

22. (Original) The engine of claim 16 wherein data from external data resources is used as additional input data for decision processing.

23. (Original) The engine of claim 16 wherein the received client data includes one or a combination of line identification, number identification, client history data, and voice imprint results.

24. (Original) The engine of claim 17 wherein voice sampling is used to discern mood state.

25. (Original) The engine of claim 16 wherein the voice analyzer detects voice inflection variances and volume characteristics of sampled audio to facilitate mood discernment of a client.

26. (Original) The engine of claim 25 wherein the variances and volume characteristics of an interaction are collected over multiple interactions with a same application to develop statistics used in gauging enterprise response probability values.

27-36. (Canceled)